

## Introduction

These guidelines are designed to aid NWS employees and supervisors in the use and maintenance of the Citibank Travel Card. NWS follows all NOAA regulations and policies. However, NWS has its own Approving Agency/Organization Program Coordinator (A/OPC).

At this time, all applications, changes, corrections, deletions must be processed through the A/OPC for NWS.

The A/OPC for NWS is Beth Downs, W/CFO3 (Backup: Bonnie Maynard-for RUSH applications only). Applications and maintenance forms can be faxed to 301-713-0347; or reached by email at [Beth.Downs@noaa.gov](mailto:Beth.Downs@noaa.gov) or [Bonnie.Maynard@noaa.gov](mailto:Bonnie.Maynard@noaa.gov).

Citibank will not accept any applications or maintenance forms without the A/OPCs signature. NOAA Travel will not process any applications or maintenance forms.

Currently, Focal Points for individual NWS offices are:

W/OS - Laura Cook  
W/OHD - Patricia Rust  
W/OST - Jim Valdez  
W/OPS - Carol Hagey  
W/ER - David Bosakowski (Claudia Gemmer)  
W/CR- Betty Dickenson (Elaine Wilbur)  
W/SR - Vacant (Camille Dyer)  
W/WR- Jean Okumura  
W/AR - Anne Barnes  
W/PR - Donald Jiron (Jan Jones)  
W/NP - Dennis Staley (Sue Perrotta)

## **Section 1      Exhibit 301-10A, Policy and Procedures for the Use of the Contractor-Issued Government Travel Card**

This exhibit is a direct excerpt from the NOAA Travel Handbook. This document can be found in the NOAA Travel Handbook at their website: [http://www.rdc.noaa.gov/~finance/trav\\_reg.htm](http://www.rdc.noaa.gov/~finance/trav_reg.htm).

This document lists all policy and regulations for an employee to follow. It thoroughly covers the areas of what is allowed and what is forbidden in using the card. Complete information is given as to the employees responsibilities and rights regarding the card. This card IS NOT for personal use under any circumstances. In the event of misuse, disciplinary action will be taken against an employee by the supervisor. No excuses will be tolerated.

Employees should remember that although this charge card is issued through the Government, Citibank is still a credit company. Citibank is within its right to revoke the account at any time that they feel the account has been violated. Citibank gives many opportunities for an employee to pay their account before closing it. Any employee who fails to fill this obligation will lose their privileges. Citibank is under no obligation to reinstate the account for any reason. Account closures are not decided by NWS or NOAA. Citibank has full authority over this decision. NWS and NOAA have no authority to have the account reinstated except to submit a formal request for Consideration of Reinstatement (see Section 5).

Regulations regarding **mandatory** use of the contractor-issued Government Travel charge card can be found at the following sites:

<http://www.rdc.noaa.gov/~finance/amend90.pdf>

<http://www.rdc.noaa.gov/~finance/st00-4.pdf>

<http://www.rdc.noaa.gov/~finance/mctc.PDF>

## **Section 2      Applying for an Account and Filling out the Application**

Once a supervisor determines that it is necessary for an employee to apply for a travel card, the employee should read the NOAA Travel Regulations (mentioned in Section 1) regarding the travel card. This exhibit lists all NOAA policy and regulations for using the travel card.

Part of the application process is signing the Employee Acknowledgment Statement and Approving Official Certification Statement. In signing this, the employee and supervisor state that these regulations have been read. In the event of misuse, this acknowledgment statement will be used as a legal document on the Government's behalf.

Once an employee and supervisor have signed the Employee Acknowledgment Statement and Approving Official Certification Statement, the employee should fill out the application form.

In addition, it is mandatory that all new applicants take the online training for travel cards offered by GSA at: <http://fss.gsa.gov/gsa-smartpay/traveltraining>. Once you have completed this training, print a certificate to be faxed with the application and employee acknowledgment statement to the NWS A/OPC.

Instructions for filling out the application are attached to the Setup form accessed through the link on the NWS Travel Card Homepage. The application and the Employee Acknowledgment Statement should be faxed to the NWS A/OPC, Beth Downs at 301-713-0347. Faxing this application to any other location will only slow down the processing of your application. Citibank will not accept this application without the signature of the NWS A/OPC.

When sending an application for processing, you should specify if the need for a travel card is RUSH. If you state the anticipated travel date with this RUSH request, the NWS A/OPC will inform Citibank when travel will begin and therefore, when the card is needed. New cards can be mailed to an employee's home or office. If an address is not specified, the NWS A/OPC will request the office address. Normal processing is 7-10 business days, Rush processing is usually 3-4 business days.

In the event of an extreme rush, you may request that the NWS A/OPC have the card sent directly to the employee at their temporary duty location.

### **Section 3      Maintaining Your Citibank Account Information**

The Citibank Maintenance form can be used to make name changes, address (home and office) changes, phone number changes, account closures, etc.

This is the same Maintenance form used for Purchase Card changes also. Don't let this confuse you.

At the top of the form, Section 1, fill in your full account number and your name as it appears on the card.

Section 2, check the lines **only** that you will be changing. If you are changing address, phone number, etc. check the first box that is labeled Cardholder Information Changes.

Section 3, when making name/address types of changes, fill in **ONLY** the information that is being changed. Do not fill in the entire section.

Section 4, Hierarchy number changes. This area will only be used if you move from one NOAA Line Office to another and will be filled in by the NWS A/OPC.

Sections 5, 6 and 7 are to be filled in by the A/OPC. Only the A/OPC signs in Section 7. If an approving official signs, the A/OPC will delete that signature.

This maintenance form should be faxed to the NWS A/OPC at 301-713-0347.

#### **Section 4      Disputing Charges to Your Citibank Account**

If you receive a bill from Citibank for your travel card and see a charge that you did not make, call the Customer Service number found on the back of your card (1-800-790-7206) **immediately**. The sooner you report the problem, the better for you.

You should contact the vendor who has charged you incorrectly and have them credit your account. **You** are responsible for filling out a Dispute Form and faxing it directly to Citibank. You should **fax it to 1-904-954-8710, Attn: Dispute Division**. DO NOT fax travel card dispute forms to the Commerce Bankcard Center. Citibank requests that you fax a travel card dispute form directly to them. In addition, you should include a **written statement** explaining why you are disputing the charge and what steps you have taken to correct the problem.

Communication with Citibank is your strongest ally. As long as Citibank knows what is happening with your account, and what steps you've taken, they will not start proceedings to suspend or close your account.

#### **Section 5      Disciplinary Action/Requesting Reinstatement in Event of Cancellation**

NWS headquarters is supplying Office/Regional focal points with monthly reports to enable them to monitor delinquent activity on their employees accounts.

DOC has supplied provisions for Disciplinary action under DAO 202-751. This DAO can be accessed at: <http://www.osec.doc.gov/bmi/daos/202-751.htm>.

In the event of cancellation by Citibank, a request for consideration of Reinstatement can be made via the Chief Financial Office (CFO) of NWS.

The following steps are in place to submit these requests. **Check** with your Office/Regional Directors Administrative Officer for their specific procedures.

1. Employee submits written explanation to immediate supervisor.
2. Supervisor submits recommendation and copy of employee's explanation to Office/Regional Director.

3. Office/Regional Director submits written request to NWS CFO **via** the NWS A/OPC (currently Beth Downs). Written requests should include: Explanation of events leading to cancellation, explanation of disciplinary action taken by supervisor, written statement by supervisor/Director guaranteeing that monthly review of account will be conducted.
4. NWS A/OPC will compile the information for the CFO and prepare a memo to Citibank for CFO signature.